

## Job Description

### *Missouri State Highway Patrol*

Class Title: UCR Trainer/Quality Assurance Auditor

Title Code: V00558

Effective Date: 11/12/03

Date Reviewed: 10/11/07 TS

Date Revised: 10/11/07

**Immediate Supervisor:** CJIS Manager

**Position Supervised:** None

**FLSA Classification:** Partial exempt

**Working Hours:** An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

## POSITION SUMMARY

This position is responsible for technical training of law enforcement agencies in all aspects of uniform crime reporting and for conducting quality assurance reviews of those agencies to ensure compliance with 43.505 RSMo, the Missouri Uniform Crime Reporting Law as well as technical training for the MULES/NCIC systems. An employee in this position must also conduct audits of Missouri criminal justice agencies to ensure compliance with the security standards and policies for use of the Missouri Uniform Law Enforcement System/National Crime Information Center (MULES/NCIC) system. An employee in this professional position must be able to work independently, to offer highly technical assistance when needed, and to assist in the drafting of policy for the MULES Policy and Standards Manual. Completion of all of these tasks is dependent upon travel via privately owned vehicle to assigned agency locations. The position requires a highly professional and responsible individual who possesses the ability to work independently outside the division. The employee assigned to this position exercises independent judgment and initiative in the performance of assigned duties; however, general supervision is provided by an immediate supervisor to ensure conformance with the department's established rules, policies, and procedures.

## DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all the tasks which may be found in positions of this class.)

Performs monthly reviews of participating law enforcement agencies to validate compliance with RSMo 43.505, Missouri Uniform Crime Reporting Law; contacts appropriate law enforcement agency personnel to rectify problems or lack of Uniform Crime Reporting and provides suggestions for problem-solving; keeps CJIS Manager abreast of any deficiencies or discrepancies in crime reporting or lack of reporting of participating agencies.

Conducts reporting agency audits and submits detailed written summary of findings of audit to agency head within five (5) working days of audit; recommends any corrective action necessary and provides appropriate assistance to agencies in order to resolve discrepancies or deficiencies.

Conducts quality assurance reviews by contacting law enforcement agencies with inaccurate or missing reports/data; provides assistance in the proper completion of necessary UCR forms in order to rectify problems with submission of UCR data.

Conducts one-on-one and small group training sessions and provides training materials to local data entry personnel, quality control personnel or uniform officers in the proper procedures of coding offenses, arrests, and other MoUCR data elements.

Conducts initial and recertification training sessions for all MULES computer terminal operators in assigned areas of support on proper procedures for use of the MULES/NCIC and related computer systems.

Serves as the primary point of contact and knowledgeable authority for laws, regulations, and guidelines relating to entry, retrieval, and use of information obtained through MULES/NCIC and related computer systems to agencies in assigned areas of support.

Assists in the development and maintenance of lesson plans, visual aids, handouts, tests, and other materials used for training or other presentations, as well as the development of policy and procedural manuals.

Maintains detailed log of all contacts with supported agencies to include purpose for contact, who initiated contact, and resulting action of contact; analyzes suggestions for improvement of reporting, possible obstacles, and effective reporting procedures and submits findings via written report for review of the impact of program changes for law enforcement users and the overall collection/output process.

Participates in the development, implementation and testing of program changes; assists with the transition of law enforcement agencies with voluminous amounts of UCR data from paper to automated submission.

Provide technical assistance to MULES terminal agencies relating to MULES policies and standards.

Seeks out opportunities to meet, network with and educate law enforcement groups and other governmental, civic, and nongovernmental organizations and groups who may benefit from an understanding of the data produced by the Uniform Crime Reporting Program.

Performs extensive, statewide travel using personal vehicle.

Performs other related duties as assigned.

#### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of state and federal laws, rules and regulations governing the collection, storage, and dissemination of crime report information.

Knowledge of MULES policies and standards and CJIS rules and regulations.

Knowledge of modern office practices and procedures.

Knowledge of business English as it relates to report writing.

Knowledge of word processing, spreadsheet, and presentation software (Lotus Notes, Microsoft Office, Excel, Powerpoint, etc.).

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to write detailed reports in an efficient manner.

Ability to train various law enforcement personnel in proper procedures of uniform crime reporting.

Ability to plan daily activities and work independent of direct supervision.

Ability to establish and maintain professional and harmonious relations with others.

Ability to conduct training sessions and presentations independently to various law enforcement agencies and personnel.

Ability to organize information and present it to a group in an understandable manner.

Ability to make decisions in accordance with laws, policies, and regulations and apply these to work problems.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to work with materials that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to perform extensive travel.

Ability to work hours as assigned.

#### MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Five years qualifying experience in the field of law enforcement as a MULES certified technician or five years of experience in the field of law enforcement with 480 hours of P.O.S.T. approved training required.

OR

Possess an Associate's Degree in Criminal Justice, Statistics, Computer Information Science, Business Administration or closely related field and three years of qualifying experience as a MULES certified technician or three years of experience in the field of law enforcement with 480 hours of P.O.S.T. approved training required.

OR

Possess a Bachelor's Degree in Criminal Justice, Statistics, Computer Information Science, Business Administration or closely related field and one year experience in the field of law enforcement with 480 hours of P.O.S.T. approved training preferred.

#### NECESSARY SPECIAL REQUIREMENTS

Must possess a valid Missouri drivers' license.